



UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED] -51P 3 **Fax:** [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 75311

Date: 2/4/2009

<u>Complaint Description:</u>	08Z	Rate Case Items - Other
	N/A	Not Applicable

First:

Last:

Complaint By: Christopher J.

Lewis

Account Name: Christopher J. Lewis

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ **Zip:** 85326

is:

Utility Company. Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

***** REFERRED FROM CHAIRMAN MAYES' OFFICE *****

*** REFERENCE COMPLAINT 2009-74376 FILED 1/6/2009 ON THIS SUBJECT ***

*** E-01345A-08-0172 ***

Customer sent the following correspondence -

January 15, 2009

Arizona Corporation Commission
1200W. Washington- 2nd Floor
Phoenix, Arizona 85007

Attn: Kristin Mayes

Dear Ms. Mayes:

It has come to my attention that there is an existing tariff for APS that allows APS to harass and shut off service for customers who may have family members move in with them who may owe a previous bill to APS.

It is my understanding that this particular regulation is known as indebted household and the tariff falls under service schedule 1 terms and conditions for standard offer and direct access services 2.4.8. "Service is requested by an applicant and a prior customer living with the applicant owes a delinquent bill from the same or a prior service address."

The problem I have is that my Mother and Father are renting a room in my house that I currently reside at and now I am being harassed and threatened with losing my electricity even though my bill is always paid simply

Arizona Corporation Commission
DOCKETED

FEB 05 2009

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

because my Mother owes a bill for another address.

I believe it to be unfair and unreasonable that I should have to pay and/or be punished because my mother has no other place to live and had an outstanding bill with the only company that I have to get the needed electricity for my house and I am NOT going to throw my own Mother out on the street because she owes a bill. It is in my STRONG opinion that this tariff be removed and/or revised to prevent this kind of unjust action towards honest customers in the future.

Sincerely,

Christopher J Lewis
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with the following correspondence -

Dear Mr. Lewis:

Your correspondence regarding Arizona Public Service Company and your original complaint 2009-74376 will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's current rate case.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division

THIS OPINION IS BEING DOCKETED IN THE CURRENT RATE CASE DUE TO CUSTOMER'S REQUEST FOR A TARIFF CHANGE.

End of Comments

Date Completed: 2/4/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 75311

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75344

Date: 2/5/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Jack **Last:** Blechman

Account Name: Jack Blechman

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ **Zip:** 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Consumer is opposed to the rate increase request by APS. He states that everytime APS requested an increase they get it. He has invested \$12,000 in upgrades to his home to keep the cost of electricity down and if increases get granted his investment won't work.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I informed consumer that his opinion will be noted and docketed in the APS rate case file. He appreciated the information. Closed

Docketed in E-01345A-08-0172

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75344